

## Specified Inpatient Providers List and Guide



You can save on your premium by choosing a Hospital and Surgery module with a **Specified Inpatient Providers** restriction. If you choose this option, you can only enjoy full coverage under your Hospital and Surgery module at specific hospitals.

- In **Hong Kong**, you can enjoy full coverage at public hospitals within the public admission, Canossa Hospital, Evangel Hospital, Gleneagles Hong Kong Hospital, Hong Kong Baptist Hospital, Hong Kong Hospital Authority Hospitals, Precious Blood Hospital, St. Paul's Hospital, St. Teresa's Hospital, Union Hospital, and CUHK Medical Centre.
- In **Singapore**, you can enjoy full coverage at Farrer Park Hospital, government restructured hospitals, Mount Alvernia Hospital, Parkway East Hospital, Thomson Medical Centre and Raffles Hospital.

**If you receive treatment outside of the listed facilities in Hong Kong and Singapore, you will be subject to a 40% coinsurance.**

- In **Thailand**, your treatment will be subject to a 40% co-insurance for any service in Bumrungrad International Hospital, BNH Hospital, Bangkok International Hospital, MedPark Hospital, Bangkok Hospital Pattaya, Bangkok Hospital Chiang Mai, Watanapat Hospital Samui, and Vejthani Hospital (Bangkok).

Members insured under a policy issued in Hong Kong or Singapore are not subject to this restriction and can choose any medical facility in Thailand.

Outside of Hong Kong, Singapore, and Thailand, you can receive treatment at any Inpatient medical provider (**with the exception of United Family, Sino United, and Parkway in Mainland China**) as long as the cost is (i) reasonable and customary, and (ii) less than or equal to one of the providers listed above.

If you have any questions or concerns, please don't hesitate to contact us.

## Guidelines for planned hospitalisation or treatments

For any planned hospitalisation or treatment, you must request pre-approval from APRIL at least 5 to 15 working days in advance according to your plan:

1) Submit your request on our Easy Claim app

For the homepage, click on the "Hospitalisation" button, fill in the required fields and attach the relevant documents.

OR Fill in the Advance Request Form with the help of your attending physician, including the name of the medical facility, planned admission date and full breakdown of estimated cost and send it to [provider.asia@april.com](mailto:provider.asia@april.com). Your Advance Request Form can be found on your Online Portal

2) APRIL will assess your request.

If some information is missing, we will contact you to finalise your request, so make sure that the phone number you indicated is correct.

3) When your request for hospitalisation or planned treatment is approved, we will provide you with the supporting documents (written approval or Letter of Guarantee).

**REQUESTING PRE-APPROVAL FOR PLANNED HOSPITALISATION OR TREATMENT IS COMPULSORY. IF YOU DON'T REQUEST PRE-APPROVAL, WE MAY APPLY A 20% CO-PAYMENT ON YOUR MEDICAL EXPENSES.**

Which treatments require pre-approval?

- Hospital Benefits, including cancer treatment
- Rehabilitation Treatment
- Surgery performed while a day-patient

In case of emergency, please make sure that you contact APRIL within the 24 hours following your admission to the hospital or as soon as reasonably possible.

Download Easy Claim now:

